

? login

*** It is now 2010/03/12 21:07:32 ***
(Dialog time 2010/03/12 21:07:32)

HIGHLIGHT set on as '' ''
>>>100 is not in the range between 1 and 50, original value 30 is used.
IGOR705 is set ON as an alias for
2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
10,613,621,624,634,636,810,813
IGORMEDIC is set ON as an alias for
5,34,42,43,73,74,129,130,149,155,442,444,455
IGORINSUR is set ON as an alias for 169,625,637
IGORBANK is set ON as an alias for 139,267,268,625,626
IGORTTRANS is set ON as an alias for 6,63,80,108,637
IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
IGORFUNDTRANS is set ON as an alias for 608

? b igor705

>>> 77 does not exist
>>> 233 does not exist
>>> 476 does not exist
>>>3 of the specified files are not available
12mar10 21:07:43 User268082 Session D161.1
\$0.00 0.251 DialUnits File415
\$0.00 Estimated cost File415
\$0.06 INTERNET
\$0.06 Estimated cost this search
\$0.06 Estimated total session cost 0.251 DialUnits

SYSTEM:OS - DIALOG OneSearch
File 2:INSPEC 1898-2010/Mar W1
(c) 2010 The IET
*File 2: IPC codes have been added to the file. See HELP NEWS 2
for details.
File 9:Business & Industry(R) Jul/1994-2010/Mar 11
(c) 2010 Gale/Cengage
File 15:ABI/Inform(R) 1971-2010/Mar 12
(c) 2010 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2010/Mar 12
(c) 2010 Gale/Cengage
File 20:Dialog Global Reporter 1997-2010/Mar 12
(c) 2010 Dialog
File 35:Dissertation Abs Online 1861-2010/Feb
(c) 2010 ProQuest Info&Learning
File 65:Inside Conferences 1993-2010/Mar 12
(c) 2010 BLDSC all rts. reserv.
File 99:Wilson Appl. Sci & Tech Abs 1983-2010/Jan
(c) 2010 The HW Wilson Co.
File 148:Gale Group Trade & Industry DB 1976-2010/Mar 12
(c) 2010 Gale/Cengage
*File 148: CURRENT feature not working. See HELP NEWS148.
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 256:TecTrends 1982-2010/Mar W1
(c) 2010 Info.Sources Inc. All rights res.
*File 256: Please see HELP NEWS 256 for the latest

information about TecTrends.

File 275:Gale Group Computer DB(TM) 1983-2010/Feb 02

(c) 2010 Gale/Cengage

File 347:JAPTO Dec 1976-2009/Nov(Updated 100228)

(c) 2010 JPO & JAPTO

File 348:EUROPEAN PATENTS 1978-201010

(c) 2010 European Patent Office

File 349:PCT FULLTEXT 1979-2010/UB=20100304|UT=20100225

(c) 2010 WIPO/Thomson

File 474:New York Times Abs 1969-2010/Mar 12

(c) 2010 The New York Times

File 475:Wall Street Journal Abs 1973-2010/Mar 12

(c) 2010 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

*File 583: This file is no longer updating as of 12-13-2002.

File 610:Business Wire 1999-2010/Mar 12

(c) 2010 Business Wire.

*File 610: contains data from 3/99 forward.

For archive data (1986-2/99) see File 810.

File 613:PR Newswire 1999-2010/Mar 12

(c) 2010 PR Newswire Association Inc

*File 613: File 613 now contains data from 5/99 forward.

Archive data (1987-4/99) is available in File 813.

File 621:Gale Group New Prod.Annou.(R) 1985-2010/Jan 22

(c) 2010 Gale/Cengage

File 624:McGraw-Hill Publications 1985-2010/Mar 12

(c) 2010 McGraw-Hill Co. Inc

File 634:San Jose Mercury Jun 1985-2010/Mar 11

(c) 2010 San Jose Mercury News

File 636:Gale Group Newsletter DB(TM) 1987-2010/Feb 08

(c) 2010 Gale/Cengage

File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire

*File 810: contains data from 1986-1999.

See File 610 for current data.

File 813:PR Newswire 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc

*File 813: contains data from 1987-1999.

For current data see File 613.

Set	Items	Description
---	-----	-----

? s (agent? or (call (2n) operator?) or (customer (3n) service (3n) representative?) or (quality (3n) specialist?)) and ((analyz??? or scor??? or rat???) (w) (performance or efficiency))

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Processing
Processed 20 of 26 files ...
Processing
Completed processing all files

```

5483762 AGENT?
14023854 CALL
6483507 OPERATOR?
124615 CALL(2N)OPERATOR?
9949079 CUSTOMER
27346191 SERVICE
5627630 REPRESENTATIVE?
89821 CUSTOMER(3N)SERVICE(3N)REPRESENTATIVE?
13423788 QUALITY
2701170 SPECIALIST?
10983 QUALITY(3N)SPECIALIST?
3415636 ANALYZ???
4158241 SCOR???
28605631 RAT???
16477394 PERFORMANCE
4569417 EFFICIENCY
36105 ((ANALYZ??? OR SCOR??? OR RAT???) (W) (PERFORMANCE OR
EFFICIENCY)
S1 2752 (AGENT? OR CALL (2N) OPERATOR?) OR (CUSTOMER (3N)
SERVICE (3N) REPRESENTATIVE?) OR (QUALITY (3N)
SPECIALIST?)) AND ((ANALYZ??? OR SCOR??? OR RAT???) (W)
(PERFORMANCE OR EFFICIENCY))

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? s (agent? or (call (2n) operator?) or (customer (3n) service (3n) representative?) or (quality (3n) specialist?)) (w) (train??? or scor??? or calibrat???)

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Processed 10 of 26 files ...
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Processed 20 of 26 files ...
Processing

Completed processing all files

5483762	AGENT?
14023854	CALL
6483507	OPERATOR?
124615	CALL (2N) OPERATOR?
9949079	CUSTOMER
27346191	SERVICE
5627630	REPRESENTATIVE?
89821	CUSTOMER (3N) SERVICE (3N) REPRESENTATIVE?
13423788	QUALITY
2701170	SPECIALIST?
10983	QUALITY (3N) SPECIALIST?
9672713	TRAIN???
4158241	SCOR???
507973	CALIBRAT???
S2 8936	(AGENT? OR (CALL (2N) OPERATOR?) OR (CUSTOMER (3N) SERVICE (3N) REPRESENTATIVE?) OR (QUALITY (3N) SPECIALIST?)) (W) (TRAIN??? OR SCOR??? OR CALIBRAT???)

? s (analyst??? or reviewer???) (w) (train??? or scor??? or calibrat???)

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Processing
Processed 10 of 26 files ...
Completed processing all files
7172179 ANALYST???
135548 REVIEWER???
9672713 TRAIN???
4158241 SCOR???
507973 CALIBRAT???
S3 1397 (ANALYST??? OR REVIEWER??? ) (W) (TRAIN??? OR SCOR??? OR
CALIBRAT???)
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? s (score or rating) (w) deviat??? (w) (threshold or (standard (2n) score))

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Processing
Processed 10 of 26 files ...
Completed processing all files
1627579 SCORE
2796304 RATING
617727 DEVIAT???
1015712 THRESHOLD
8990130 STANDARD
1627579 SCORE
3140 STANDARD(2N)SCORE
S4 207 (SCORE OR RATING ) (W) DEVIAT??? (W) (THRESHOLD OR
(STANDARD (2N) SCORE))
```

? s s1 and s3 and s4

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2752 S1
1397 S3
207 S4
S5 0 S1 AND S3 AND S4
```

? s s1 and s3

```
2752 S1
1397 S3
S6 1 S1 AND S3
```

? t s6/3,k/1

Dialog eLink: Order File History

6/3K/1 (Item 1 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00777022

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN E-COMMERCE BASED ARCHITECTURE

SYSTEME, PROCEDE ET ARTICLE DE PRODUCTION POUR UNE ARCHITECTURE BASEE SUR LE COMMERCE ELECTRONIQUE

Patent Applicant/Patent Assignee:

- **AC PROPERTIES BV**

Parkstraat 83, NL-2514 JG 'S Gravenhage; NL; NL(Residence);
NL(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **UNDERWOOD Roy A**

4436 Hearthmoor Court, Long Grove, IL 60047; US; US(Residence);
US(Nationality); (Designated only for: US)

Legal Representative:

- **HICKMAN Paul L(et al)(agent)**

Hickman Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA
94303-0746; US

	Country	Number	Kind	Date
Patent	WO	200109794	A2-A3	20010208

ApplicationWO2000US2070420000728

PrioritiesUS9936473419990730

Designated States: (Protection type is "Patent" unless otherwise stated -
for applications prior to 2004)

AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY,
CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI,
GB, GE, GH, GM, HR, HU, ID, IL, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU,

ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language:	English
Filing Language:	English
Fulltext word count:	122424

Detailed Description:

...out for system test.

Assists production operations in building/moving all applications into production.

Business **Analyst** Individual or individuals responsible for managing the detailed design, programming, and unit testing of application... ...Librarian in transferring modifications to the engagement system test environment.

Participate in system test (or **performance** test).

Change Control

Description

Change requests as a consequence of changing requirements and changes requested...the backup medium, and may involve other tools, which, for example, provide a higher compression **ratio**.

Performance Monitoring

Performance Management ensures that the required resources are available at all times 1...services for scheduling, starting, stopping, and restarting both client and server tasks (e.g., software **agents**).

ReTA implementation

ReTA implements Task & Memory Management Services through MTS 2 Information Services

Information Services...s systems that reside outside the firewall may host SNMP and/or other event management **agents**, public Internet hosts currently

? s s1 and s4

```

2752 S1
207 S4
S7 2 S1 AND S4

```

? s s7 not s6

```

2 S7
1 S6
S8 2 S7 NOT S6

```

? t s8/3,k/1-2

Dialog eLink:

USPTO Full Text Retrieval Options

8/3,K/1 (Item 1 from file: 15)

DIALOG(R)File 15: ABI/Inform(R)

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03053083 1003526391

UNPROCTORED INTERNET TESTING IN EMPLOYMENT SETTINGS

Tippins, Nancy T; Beaty, James; Drasgow, Fritz; Gibson, Wade M; Et al

Personnel Psychology v59n1 pp: 189-225

Spring 2006

ISSN: 0031-5826 **Journal Code:** PPS

Word Count: 14745

Text:

...future job performance. Table 1 provides several examples from studies of entry-level call center **customer service** and collections **representative** positions in the financial services and telecommunications industries that used a predictive validity design. The ...ratio, (b) level of cheating, and (c) first-stage (UIT) exam reliability.

A target true **score performance** level among the selected group was specified from a simulation of a single-stage selection...

...terms of selectivity) on the UIT exam from among those pairs achieving the target true-**score performance** level among the selected group. Cheating ranged from a baseline of zero up to 90...be better left for proctored, follow-up exams.

5 The original work reported a .50 **standard deviation score**; however, this calculation included an applicant who was not in the top 20%. The revised...

8/3,K/2 (Item 1 from file: 148)
 DIALOG(R)File 148: Gale Group Trade & Industry DB
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13975561 **Supplier Number:** 79524629 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The Selection of Entry-Level Corrections Officers: Pennsylvania Research.

Sproule, Charles F.; Berkley, Stephen
 Public Personnel Management , 30 , 3 , 377
 Fall , 2001
 ISSN: 0091-0260
Language: English
Record Type: Fulltext
Word Count: 19841 **Line Count:** 01730

...between

Test Parts and Job Success Measures

Correlation with Criterion

Test Scores	Academy Performance	Job Performance	Job & Academy
Written Test	.48 (.72)	.24 (.43)	.39 (.64)
Writing Exercise	.18 (.30)	.17	.17...The project

methodology is currently being used to conduct a job analysis of Pennsylvania parole **agent** positions and develop medical employment guidelines for evaluating parole **agent** candidates.

Summary, Conclusions, and Future Research

Summary

Pennsylvania's selection procedures for entry-level corrections... methodology to conduct an ergonomic job analysis and to develop medical employment guidelines for parole **agents**. The methodology is also expected to be used to develop physical and medical standards for...

...judgment" results in mean score differences that are usually substantially smaller than the typical one **standard deviation** mean **score** difference on written tests between blacks and whites.

Often group differences in test performance do...

? s2 and s3 and s4

8936	S2
1397	S3
207	S4
S9	0 S2 AND S3 AND S4

? s s2 and s3

8936 S2
1397 S3
S10 9 S2 AND S3

? t s10/3,k/1-9

>>> Retrying request [1]

10/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9: Business & Industry(R)
(c) 2010 Gale/Cengage. All rights reserved.

04682216 Supplier Number: 211440627 (USE FORMAT 7 OR 9 FOR FULLTEXT)
NEWS+ANALYSIS Agents of Tolerance.

Government Executive , p NA
April 15, 2007
Document Type: Journal
Language: English **Record Type:** Fulltext
Word Count: 1050 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...Aryan ideal. As part of their

21-week training course in Quantico, Va., FBI new **agent trainees** are guided on a special tour of the museum, focusing on the key role law...

...Washington police. In 2004, officials created a special version of the program for FBI intelligence **analysts**.

Training law enforcement officers to disobey their own government, when circumstances warrant it, can be tricky...

10/3,K/2 (Item 1 from file: 20)
DIALOG(R)File 20: Dialog Global Reporter
(c) 2010 Dialog. All rights reserved.

26610357 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Research and Markets Ltd: Contact Centre Salary Survey 2002

M2 PRESSWIRE

December 16, 2002

Journal Code: WMPR **Language:** English **Record Type:** FULLTEXT

Word Count: 664

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Telemarketing; Other
Supervisor
Supervisor - Customer Service; Telesales/Telemarketing; Other
Human Resources
Specialist Scheduling and Rostering **Specialist**
Workforce Analyst
Quality Analyst
Training Specialist
Campaign Coordinator
Contact Centre Manager
Contact Centre Manager - Customer Service; Telesales/Telemarketing;
Other National/Multi...

10/3,K/3 (Item 2 from file: 20)

DIALOG(R)File 20: Dialog Global Reporter

(c) 2010 Dialog. All rights reserved.

26273647 **(USE FORMAT 7 OR 9 FOR FULLTEXT)**

Research and Markets Ltd: Contact Centre Salary Survey 2002

M2 PRESSWIRE

November 27, 2002

Journal Code: WMPR **Language:** English **Record Type:** FULLTEXT

Word Count: 678

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Telemarketing; Other Supervisor Supervisor - Customer Service;
Telesales/Telemarketing; Other Human Resources Specialist Scheduling and
Rostering **Specialist** Workforce Analyst **Quality**
Analyst Training Specialist Campaign Coordinator
Contact Centre Manager Contact Centre Manager - Customer Service;
Telesales/Telemarketing; Other National/Multi...

10/3,K/4 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

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0020181477 **Supplier Number:** 95489522 **(USE FORMAT 7 OR 9 FOR FULL TEXT**

)

Contact Centre Salary Survey 2002.

M2 Presswire , NA

Dec 16 , 2002

Language: English

Record Type: Fulltext

Word Count: 697 **Line Count:** 00073

...Telemarketing; Other
Supervisor
Supervisor - Customer Service; Telesales/Telemarketing; Other
Human Resources
Specialist Scheduling and Rostering **Specialist**
Workforce Analyst
Quality Analyst
Training Specialist
Campaign Coordinator
Contact Centre Manager
Contact Centre Manager - Customer Service; Telesales/Telemarketing;
Other National/Multi...

10/3,K/5 (Item 2 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

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0020171029 **Supplier Number:** 94686314 (USE FORMAT 7 OR 9 FOR FULL TEXT
)

Contact Centre Salary Survey 2002.

M2 Presswire , NA

Nov 27 , 2002

Language: English

Record Type: Fulltext

Word Count: 703 **Line Count:** 00071

...Telemarketing; Other Supervisor
Supervisor - Customer Service; Telesales/Telemarketing; Other Human
Resources Specialist Scheduling and Rostering **Specialist** Workforce
Analyst **Quality Analyst Training Specialist**
Campaign Coordinator Contact Centre Manager
Contact Centre Manager - Customer Service; Telesales/Telemarketing;
Other National/Multi...

Dialog eLink: Order File History

10/3K/6 (Item 1 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01247847

AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/AGENT INTERACTION
ANALYSE DE QUALITE DE SERVICE AUDIO/VIDEO D'INTERACTION CLIENT/AGENT

Patent Applicant/Patent Assignee:

- **HYPERQUALITY LLC**
119 1st Avenue South, Suite 110, Seattle, WA 98104; US;
US(Residence); US(Nationality); (For all designated states except:
US)

Patent Applicant/Inventor:

- **LEE Howard M**
1219 3rd Avenue North, Seattle, WA 98109; US; US(Residence);
US(Nationality)

Legal Representative:

- **PELOQUIN Mark (agent)**
Pelouquin, PLLC, 800 Fifth Avenue, Suite 4100, Seattle, WA 98104; US

	Country	Number	Kind	Date
Patent	WO	200554995	A2-A3	20050616

ApplicationWO2004US3942320041124

PrioritiesUS200372170420031125

Designated States: (All protection types applied unless otherwise stated
- for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;
PT; RO; RU; SC; SD; SE; SG; SK; SL; SY;
TJ; TM; TN; TR; TT; TZ; UA; UG; US; UZ;
VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LU; MC;
NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Publication Language: English
Filing Language: English
Fulltext word count: 14127

Detailed Description:

...analysts multiple times and reviewing the scored results between the analysts until the variation between **analysts' scores** of the same agent's data is within acceptable limits (internal calibration). The same calibration... ..businesses; however, in one embodiment, a deviation of five percent (5%) between individual analyst's **agent-scores** (internal calibration) is one example of an acceptable level of uniformity and a deviation of...
...This training can be administered in the form of training updates, quizzes, or online exercises. **Agent training** can be adapted to the specific needs of a particular business.

[0072] In other embodiments... ..evaluate the audio/video interactions in near real-time to provide concurrent feedback to the **agent**.
Calibration of the evaluation process is indicated by a calibration loop 1406 141 0 to provide... ..businesses; however, in one embodiment, a deviation of three percent (3%) between individual analyst's **agent-scores** is one example of an acceptable level of quality.

[0099] Even better feedback at 1406...

10/3,K/7 (Item 1 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
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05448883 **Supplier Number:** 94686314 (USE FORMAT 7 FOR FULLTEXT)

Contact Centre Salary Survey 2002.

M2 Presswire , p NA
Nov 27 , 2002

Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 703
-

...Telemarketing; Other Supervisor
Supervisor - Customer Service; Telesales/Telemarketing; Other Human Resources Specialist Scheduling and Rostering **Specialist** Workforce Analyst **Quality Analyst Training Specialist**

Campaign Coordinator Contact Centre Manager
Contact Centre Manager - Customer Service; Telesales/Telemarketing;
Other National/Multi...

10/3,K/8 (Item 2 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
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05441701 **Supplier Number:** 95489522 (USE FORMAT 7 FOR FULLTEXT)

Contact Centre Salary Survey 2002.

M2 Presswire , p NA

Dec 16 , 2002

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 697

-

...Telemarketing; Other
Supervisor
Supervisor - Customer Service; Telesales/Telemarketing; Other
Human Resources
Specialist Scheduling and Rostering **Specialist**
Workforce Analyst
Quality Analyst
Training Specialist
Campaign Coordinator
Contact Centre Manager
Contact Centre Manager - Customer Service; Telesales/Telemarketing;
Other National/Multi...

10/3,K/9 (Item 3 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
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01725397 **Supplier Number:** 42810372 (USE FORMAT 7 FOR FULLTEXT)

ANALYST SCORES PEER REVIEW RELIABILITY

Medical Utilization Review , p N/A

March 5 , 1992

Language: English **Record Type:** Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 224

ANALYST SCORES PEER REVIEW RELIABILITY

-

...six medical specialists or seven of nine surgical experts.)

Objective assessment criteria, the use of **specialists trained in quality** assessment, and scoring findings in a way that accounts for individuals' known biases all improve...

? ts10/9/9

10/9/9 (Item 3 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
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01725397 **Supplier Number:** 42810372 (THIS IS THE FULLTEXT)

ANALYST SCORES PEER REVIEW RELIABILITY

Medical Utilization Review , p N/A

March 5 , 1992

ISSN: 0734-1970

Language: English **Record Type:** Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 224

Text:

The level of agreement among peer review physicians analyzing the same medical records for quality of care is so poor that the entire process is due for a "global reexamination," according to a researcher at the U.S. Department of Veterans' Affairs in Washington DC. Ronald Goldman, MD, looked at 12 studies that examined "interreviewer reliability," finding, in most instances, rates "only slightly better than the level expected by chance."

Agreement rates improve when reviewers are required to discuss disputed cases, according to Goldman. In one study, the rate of consensus improved from 65 percent to 93 percent of cases when physicians were obliged to thrash out disagreements. (In that study consensus was defined as agreement among five of six medical specialists or seven of nine surgical experts.)

Objective assessment criteria, the use of **specialists trained in quality** assessment, and scoring findings in a way that accounts for individuals' known biases all improve peer review, says Goldman. He concurs with findings by RAND researcher Robert Brook, MD, and others who find "notably higher agreement" levels when criteria address outcomes as well as processes of care.

"Carefully worded outcome questions may require less attention to the seemingly ambiguous concept of the standard of care," says Goldman. His report appears in the Feb. 19 Journal of the American Medical Association.

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Subscription: \$385 per year as of 1/92. Published semimonthly. Contact Faulkner & Gray, Inc., 1133 Fifteenth St., NW, Suite 450, Washington DC 20005. Phone (202) 828-4148. FAX (202) 828-2352.

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Publisher Name: Faulkner & Gray, Inc.

Industry Names: BUSN (Any type of business); HLTH (Healthcare - Medical and Health)

? s s2 and s4

	8936	S2	
	207	S4	
s11	0	S2 AND S4	

?